

DORIIS Upgrade:

- ☑ **Hardware & Software Components**
- ☑ **Customer Notification and FAQs**

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DORIIS IT: Recent History of Hardware and Software Upgrades

- Networking Changes (2010)
- Relocate/consolidate Test/Development Syst. (2011)
- Hardware Upgrades (Production & Non-Prod) (2012)
- System software upgrades (2013)

... Minimal impact on customers

... Maintained high levels of reliability & service



DORIIS IT: Objectives of Scheduled Hardware & Software Component Upgrades

- **Reduce Server Hosting costs** ... CalRecycle to take over hosting responsibility from State Data Center
- **Upgrade System hardware** ... during transition process
- **Implement Req'd Software Upgrades** for Oracle “platform”
- **Increase Network Bandwidth** and redundancy
- **Provide greater flexibility** for future Hardware & Software upgrades and enhancements
- **Provide Platform for Planned Future Improvements to Disaster Recovery Capabilities**



DORIIS IT: Hardware & Software Upgrades

- Scheduled Downtime:
 - **Noon on Friday (11/21) thru 8 a.m. Monday (11/24)**
- Notifications sent out **Via Listserv** to 5,000+ users
- Information posted on **DORIIS Portal Homepage**
- Information posted on **CalRecycle Website DORIIS page**
 - *Contains FAQs for users re planned downtime*
 - *Contains info re Interim Processing Procedures during outage, if needed*



Recap ...

- **60 hrs req'd for cutover:**
(48 hrs run time + manual intervention, testing, etc.).
Fri. 11/21 noon thru Mon. 11/24 at 8:00 am
- ***Risk: Limited – Fallback options are available...***
- **Information:** Check CalRecycle website pages;
Check DORIIS Portal during upgrade, if desired
- As always, contact **DORIIS Help Center** if questions:
 - DORIISHelp@CalRecycle.ca.gov or 916-322-1655
 - Monday – Friday, 8:00 a.m. to 5:00 p.m.



Questions and Answers

www.calrecycle.ca.gov